

| | Type | L # | Hits | Search Text | DBs | Time Stamp |
|----|------|-----|------------|--|--------------------------------|----------------------|
| 1 | BRS | L1 | 189 | survey near10 (interactive\$4) | USP AT; US-P GPU B | 2003/07/2 9 16:01 |
| 2 | BRS | L2 | 8855 8 | internet | USP AT; US-P GPU B | 2003/07/2 9 14:29 |
| 3 | BRS | L3 | 1569 16 | telephone | USP AT; US-P GPU B | 2003/07/2 9 14:29 |
| 4 | BRS | L4 | 8246 52 | automat\$ | USP AT; US-P GPU B | 2003/07/2 9 14:30 |
| 5 | BRS | L5 | 163 | I1 and I4 | USP AT; US-P GPU B | 2003/07/2 9 14:30 |
| 6 | BRS | L6 | 5859 60 | identifier or ID or identification or address | USP AT; US-P GPU B | 2003/07/2 9 14:33 |
| 7 | BRS | L7 | 143 | I5 and I6 | USP AT; US-P GPU B | 2003/07/2 9 14:34 |
| 8 | BRS | L8 | 1058 30 | evaluator or customer | USP AT; US-P GPU B | 2003/07/2 9 14:34 |
| 9 | BRS | L9 | 102 | I7 and I8 | USP AT; US-P GPU B | 2003/07/2 9 14:35 |
| 10 | BRS | L10 | 226 | automatic near10 survey | USP AT; US-P GPU B | 2003/07/2 9 14:36 |
| 11 | BRS | L11 | 6 | I9 and I10 | USP AT; US-P GPU B | 2003/07/2 9 15:27 |

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|----|------|-----|-------------|--|---|----------------------|
| 12 | BRS | L12 | 3977 | point-of-sale | USP AT; US-P GPU B | 2003/07/2 9 15:27 |
| 13 | BRS | L13 | 1 | I11 and I12 | USP AT; US-P GPU B | 2003/07/2 9 15:33 |
| 14 | BRS | L14 | 2375 7 | employee | USP AT; US-P GPU B | 2003/07/2 9 15:57 |
| 15 | BRS | L15 | 2 | I11 and I14 | USP AT; US-P GPU B | 2003/07/2 9 15:34 |
| 16 | BRS | L16 | 98 | employee near10 feedback | USP AT; US-P GPU B | 2003/07/2 9 15:58 |
| 17 | BRS | L17 | 1 | I1 and I16 | USP AT; US-P GPU B | 2003/07/2 9 15:58 |
| 18 | BRS | L18 | 1025 9 | survey | EPO; JPO; DER WEN T; IBM_ TDB | 2003/07/2 9 16:01 |
| 19 | BRS | L19 | 297 | survey near10 (electronic or interactive or automatic) | EPO; JPO; DER WEN T; IBM_ TDB | 2003/07/2 9 16:06 |
| 20 | BRS | L20 | 1632 440 | data | EPO; JPO; DER WEN T; IBM_ TDB | 2003/07/2 9 16:03 |
| 21 | BRS | L21 | 3919 | review\$ | EPO; JPO; DER WEN T; IBM_ TDB | 2003/07/2 9 16:03 |

| | Type | L # | Hits | Search Text | DBs | Time Stamp |
|----|------|-----|-----------|---------------------|---|------------------|
| 22 | BRS | L22 | 2 | I19 and I20 and I21 | EPO; JPO; DER WEN T; IBM_ TDB | 2003/07/29 16:03 |
| 23 | BRS | L23 | 3 | I19 and I21 | EPO; JPO; DER WEN T; IBM_ TDB | 2003/07/29 16:07 |
| 24 | BRS | L24 | 5369 3 | customer | EPO; JPO; DER WEN T; IBM_ TDB | 2003/07/29 16:07 |
| 25 | BRS | L25 | 3257 | employee | EPO; JPO; DER WEN T; IBM_ TDB | 2003/07/29 16:08 |
| 26 | BRS | L27 | 1 | I19 and I25 | EPO; JPO; DER WEN T; IBM_ TDB | 2003/07/29 16:08 |
| 27 | BRS | L26 | 20 | I19 and I24 | EPO; JPO; DER WEN T; IBM_ TDB | 2003/07/29 16:09 |

| | Document ID | Issue Date | Pages | Title | Inventor |
|----|--------------|------------|-------|--|------------------------|
| 17 | US 5893075 A | 19990406 | 20 | Interactive customer accessible data processing system for business development in restaurant, departmental stores | PLAINFIELD, B J et al. |
| 18 | WO 9853593 A | 19981126 | 52 | Computer-implemented method for providing call centre based customer services - using call flow process for providing questions for call receiver handling telephone calls and storing data input by call receiver based on answers to questions | IVEY, B et al. |
| 19 | WO 9852340 A | 19981119 | 39 | Subscriber interaction via telecommunication network - interacting with required subscribers via switching node and reporting findings to customer | DAHLEN, J et al. |
| 20 | US 5883940 A | 19980108 | 22 | Interactive method for generating sales leads, also telephone polling - stores product information under ID numbers for access by potential customers via incoming telephone call, then issuing detailed sales lead | THORNTON, J T |

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|----|-----------------|------------|-------|---|---------------------|
| 10 | EP 1239389 A | 20020911 | 17 | Automated electronic communication system for customer survey system, forwards series of personalized messages to correspondent, under control of several user-defined triggers | KORCZYNSKI, A N |
| 11 | US 6380928 B | 20020430 | 21 | Electronic survey device for restaurants, has control program with predefined criteria comprising preprogrammed condition to be satisfied and survey score to be achieved by survey respondent | TODD, K J |
| 12 | US 6366658 B | 20020402 | 16 | Call center calls handling system for telecommunication network, translates call routing query of signaling system into identification address of next generation service node and file identifier | BJORNBERG, G et al. |
| 13 | EP 1179952 A | 20020213 | 32 | Interactive data exchanging system used in internet, selects action based on reply from subscriber and informs advertiser about outcome of game | LAMPINEN, M et al. |
| 14 | KR 2001105080 A | 20011128 | 1 | Survey research method using taxi passengers and automatic response system | NO, H K |
| 15 | US 6233564 B | 20010515 | 16 | Merchandising using consumer information involves generating coupons and benefit receipts to consumer after receiving their ID cards which are returned to them after obtaining their responses to survey questions | SCHULZE, E E |
| 16 | WO 9934274 A | 19990708 | 38 | Interactive electronic devices used to gather customer feedback regarding provided services using user friendly easily tailorable questions which require no additional materials such as pen or pencil | TODD, K J |

| | Document ID | Issue Date | Pages | Title | Inventor |
|---|-----------------------|------------|-------|--|----------------------------|
| 1 | JP 2002109391 A | 20020412 | 22 | SURVEY METHOD AND SURVEY ANALYSIS SYSTEM FOR CUSTOMER PREFERENCE ON COMMODITY BY MEANS OF ELECTRONIC CATALOG SHOWING INTERACTIVE THREE-DIMENSIONAL DISPLAY IMAGE AND SURVEY ANALYSIS SYSTEM | YANG, YUN-WON |
| 2 | JP 07141322 A | 19950602 | 9 | AUTOMATIC SELECTION METHOD AND MAINTENANCE METHOD FOR QUESTIONNAIRE ITEM | SASAKI, SHIGERU et al. |
| 3 | WO 2094566 A1 | 20021128 | 33 | A METHOD AND SYSTEM FOR CUSTOMIZED PRINT PUBLICATION AND MANAGEMENT | MONEYPENNY, NAOMI F et al. |
| 4 | WO 9934274 A2 | 19990708 | 38 | DYNAMICALLY CONFIGURABLE ELECTRONIC COMMENT CARD | TODD, KENNETH J |
| 5 | WO 9852340 A1 | 19981119 | 39 | METHOD AND DEVICE FOR INTERACTION | LJUNGQVIST, PER et al. |
| 6 | NA9109215 | 19910901 | NA | Intelligent Document Analyzer for Smartmail. | |
| 7 | JP 2003016144 A | 20030117 | 7 | Survey worker support system for electronic commerce applications, has network controller comprising has system support for supporting customer's survey operation, and operating support for supporting customer's business | |
| 8 | KR 2002068715 A | 20020828 | 1 | Internet merchandising system and its compensation method | CHOI, G S |
| 9 | WO 200284561 A | 20030130 | 27 | Process for interactive collaborative group decision making among multiple participants for networked computers is based on specifying automatic logic model process and collecting survey response data | COUSINS, P A et al. |

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